GOVERNMENT OF ANDHRA PRADESH

ABSTRACT

General Administration (Services Welfare) Department – Management of Recognised Service Association demands/issues in a unified, speedy and effective manner through Web portal "Online Management of Recognised Service Associations System"- Orders – Issued.

GENERAL ADMINISTRATION (SERVICES WELFARE) DEPARTMENT

G.O.Ms.No.25 Dated:06.03.2024

Read the following

1. G.O.Ms.No.717, General Admin (SW) Dept. dated 26.12.1992
2. G.O.Ms.No.202, General Admin (SW) Dept. dated 04.05.1999
3. G.O.Ms.No.264, General Admin (SW) Dept. dated 22.01.2001

*****

O R D E R:-

In the G.O. 1st read above, orders were issued constituting the Departmental level Joint Staff Council in the Departments of the Andhra Pradesh Secretariat (i) to consider the suggestions for improving the standards of work, (ii) to provide means of personal contact between officers and staff with a view to developing cordial relations between them and to encourage them to take keener interest in their work, (iii) to discuss matters of common interest concerning the employees and (v) to promote their welfare. According to Rule 7 of the G.O. 1st read above, the Departmental level Joint Staff Council in the Departments of the Andhra Pradesh Secretariat shall meet once in four months or more often, if necessary.

2. In the G.O. 2nd read above, orders were issued constituting Andhra Pradesh Civil Services Joint Staff Council (State Level) to secure the greatest measure of cooperation between the State and in its capacity as employer and the General Body of the civil servants in matters effecting the subordinate Services with a view to increase efficiency in the public service.

3. In the G.O. 3rd read above, A.P. Civil Services (Recognition of Service Associations) Rules, 2001 have been issued for recognition, withdrawal and for submitting representations by the Recognised Service Associations/Unions. The recognised service associations shall submit the written representations to Government and Departments.

4. Further, the Recognised Service Associations/Unions shall be required to submit total number of its members and a list of Office-bearers, an updated copy of bye-laws and an annual audited statement of accounts after the annual general body meeting so as to reach before 1st July of every year. Subject to the provisions of the said rules, the recognised service associations shall submit their representations for redressal of grievances of members.

5. A detailed study of the end to end processes involved in the grievance redressal system revealed that manual processing of the issues/demands of the employees is time consuming. Therefore, Government have decided to deploy an "Online Management of Recognised Service Associations System' for redressal of demands/ issues of Recognised Service Associations through NIDHI Portal i.e. https://nidhi.apcfss.in/ which envisions the disposal of Government employees' grievances/demands/issues in a unified, speedy, effective and transparent manner.

6. After careful examination of the matter, Government hereby issue the following orders on the detailed processes involved in "Online Management of Recognised Service Associations System" in NIDHI Portal website https://nidhi.apcfss.in/ for the benefit of Recognised Service Associations and the Government for redressal of the grievances:

A. Stake Holders Involved:

(i) General Administration (SW)Department in Andhra Pradesh Secretariat
(ii) Recognized Service Associations in the Andhra Pradesh
(iii) All Departments in Andhra Pradesh Secretariat

(PTO)

B. Description of the Service Delivery Process:

(i) The Service Associations/Unions which are recognised by the Government shall upload the information required in the Service Association Registration Form in the website i.e. https:nidhi.apcfss.in/. The details required for uploading are like name of the Recognised Service Association, number of enrolled members in the Association, Bank Account, Registration Certificate issued under Societies Registration Act, updated bye-laws, Annual Audited Accounts Statement of Association, appointment of Election Officer, Election Notification, election declaration, list of office bearers, G.O. in which the Association is recognised and subsequent amendments including byelaws etc.

(ii) A unique number shall be generated to each of the recognised Association/Union. Each Association shall be assigned with user credentials for accessing the site and to upload the details of their demands/issues.

(iii) After proper verification of the data uploaded by the Association, the Government in General Administration (SW) Department shall take necessary action for approval or reject the request.

(iv) The registration of the Recognised Service Associations in the web portal shall be disabled by the General Administration (SW) Department, if the required criteria are not fulfilled as per A.P. Civil Services (Recognition of Service Associations) Rules, 2001. Such Recognised Service Associations cannot raise their issue issues/demands in the portal as well as offline mode.

(v) After approval by the General Administration (SW) Department, the Recognised Service Association shall add the members of their association in the portal by following steps indicated therein.

(vi) After due process of validation of the data and attachments uploaded by the Recognised Service Associations, the General Administration (SW) Department shall permit the Recognised Service Associations/ Unions to upload the representations digitally in the portal.

(vii) For logging into the site, the Secretary of the Recognised Service Association shall submit his credentials under "Member Registration". Then the user is led to the page of "Management of Grievances" where Recognised Service Associations shall register their grievances/ demands/ issues.

(viii) Thereafter, the Recognised Service Association can log into Nidhi Portal and select "Master Data" from the dashboard and within the Master Data section; the members have to choose "Service Association" from others. After selecting the Service Association, the member needs to choose 'Management of Issue/Demand' from the dashboard. Upon selecting that, the member has to click on the 'Add' button. A new screen will appear where the user must select the Administrative Department and upload issue/demand in the description of issue/demand field. Attachments may also be uploaded in the PDF format.

(ix) All the Departments in Andhra Pradesh Secretariat shall also be provided with username and password credentials.

(Cont...)

(x) The Secretary of Administrative Department of Andhra Pradesh Secretariat shall have the access to the portal https:nidhi.apcfss.in/ and log in to the portal with given Id and Password. The Secretary can click on Master Data from the dashboard in the Nidhi Portal and selects the "Service Association (Admin) tab in the others submenu and view the issues/demands of the Associations concerned to their department.

(xi) The Secretary shall assign the issue/demand with attachments to the Middle Level Officer or Asst. Secretary or any other officer, if no Middle Level Officer is available. After forwarding to the Middle Level Officer/ Asst. Secretary/any other officer it will display that the issue/demand has been successfully forwarded to the Middle Level Officer/concerned officer.

(xii) Thereafter, the Middle Level Officer/Concerned Officer can open the portal and see the details of the issue/demand of the Association by selecting the "Service Association (Admin) icon under "Others and it redirects to Management of Issues/Demands Screen. The Middle Level Officer who receives the representation consisting of more than one subject shall forward it to the Middle Level Officer concerned. The Middle Level Officer shall crate e-receipt of the issue/demand alongwith attachments and forward to the concerned Section in the Department for initiating further action on the issue/demand duly following Andhra Pradesh Business Rules, 2018.

(xiii) After taking action on the issue/demand, the Middle Level Officer concerned shall send the copies of orders/letters//Memos issued on issues/demands to the Recognised Service Association concerned. The Middle Level Officer concerned shall upload in the portal, the copies of the orders/letters/Memos issued on the issues/demands of the Recognised Service Associations immediately after issue of the same. The Middle Level Officer concerned shall update the action taken on the issue/demand of the Association in the portal by the end of every month.

(xiv) The concerned Secretary of the Administrative Department in the Andhra Pradesh Secretariat can view the status of issues/demands of multiple service associations from the "Departments Service Associations Requests Report" by clicking on the "Master Data" tile and then under "Others" Sub-group.

(xv) In the Service Association final status verification part of the portal, the Secretary of the Recognised Service Association can view the status and download the final order issued by the Government on their issue/demand.

(xvi) The unrecognised Employees Service Associations which are registered under Societies Registration Act 2001, may submit application along with relevant documents in the Nidhi portal for examining their request for recognition.

(xvii) The General Administration (SW) Department can access all Associations issues/demands/reports final orders. The General Administration (Services Welfare) Department shall be Nodal Department for management of Service Association demands/issues and shall continuously monitor the process of grievance redressal and shall instruct the Secretariat Departments concerned to take prompt action in the process.

(PTO)

7. A detailed user manual on the "Online Management of Recognised Service Associations System" is available in the Nidhi Portal website and gad.apgov.in.

8. A copy of this order is available in online and can be accessed at https://apegazette.cgg.gov.in.

(BY ORDER AND IN THE NAME OF THE GOVERNOR OF ANDHRA PRADESH)

DR. POLA BHASKAR
SECRETARY TO GOVERNMENT (SERVICES &HRM) (FAC)

To
All the Departments in the A.P. Secretariat
All the Heads of Department.
All Collectors & District Magistrates
All the Recognised Service Associations in the State
Copy to:
The PS to Special C.S. to C.M.
The PS to Chief Secretary to Govt.
The P.S. to Secretary to Govt.(Ser. & HRM), GAD
SF/SC (C. No.2191792)

//FORWARDED BY ORDER//

SECTION OFFICER